

3623

PTO/SB/21 (09-04)

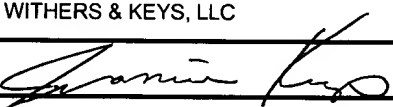
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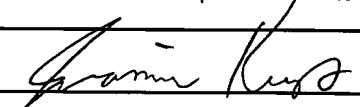
PTO TRANSMITTAL FORM SEP 22 2005 (to be used for all correspondence after initial filing)	Application Number	09/577,658
	Filing Date	May 25, 2000
	First Named Inventor	Owen et al.
	Art Unit	3623
	Examiner Name	Heck M. C.
	Attorney Docket Number	20009.0034US01 (BS99-199)
Total Number of Pages in This Submission		13

ENCLOSURES (Check all that apply)		
<input type="checkbox"/> Fee Transmittal Form <input type="checkbox"/> Fee Attached <input checked="" type="checkbox"/> Amendment/Reply <input type="checkbox"/> After Final <input type="checkbox"/> Affidavits/declaration(s) <input type="checkbox"/> Extension of Time Request <input type="checkbox"/> Express Abandonment Request <input type="checkbox"/> Information Disclosure Statement <input type="checkbox"/> Certified Copy of Priority Document(s) <input type="checkbox"/> Reply to Missing Parts/ Incomplete Application <input type="checkbox"/> Reply to Missing Parts under 37 CFR 1.52 or 1.53	<input type="checkbox"/> Drawing(s) <input type="checkbox"/> Licensing-related Papers <input type="checkbox"/> Petition <input type="checkbox"/> Petition to Convert to a Provisional Application <input type="checkbox"/> Power of Attorney, Revocation <input type="checkbox"/> Change of Correspondence Address <input type="checkbox"/> Terminal Disclaimer <input type="checkbox"/> Request for Refund <input type="checkbox"/> CD, Number of CD(s) _____ <input type="checkbox"/> Landscape Table on CD	<input type="checkbox"/> After Allowance Communication to TC <input type="checkbox"/> Appeal Communication to Board of Appeals and Interferences <input type="checkbox"/> Appeal Communication to TC (Appeal Notice, Brief, Reply Brief) <input type="checkbox"/> Proprietary Information <input type="checkbox"/> Status Letter <input checked="" type="checkbox"/> Other Enclosure(s) (please identify below): Return Postcard
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Firm Name	WITHERS & KEYS, LLC		
Signature			
Printed name	Jeramie J. Keys		
Date	September 19, 2005	Reg. No.	42,724

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S/N 09/577,658

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Owen	Examiner:	Heck
Serial No.:	09/577,658	Group Art Unit:	3623
Filed:	May 25, 2000	Docket No.:	20009.0034US01 (BS99-199)

Title: SYSTEM AND METHOD FOR MANAGING CUSTOMER CONTACTS
AND RELATED INFORMATION

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By: 

Name: Jeramie J. Keys

AMENDMENT AND RESPONSE

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

This communication is responsive to the Office Action mailed on June 17, 2005. Amendments to the Specification begin on page 2. Amendments to the claims begin on page 3. Remarks begin on page 9.